Certified Application Assistance Sites (CAAS)

Responsibilities and Document Verification



Objectives

To understand

- CAAS Roles and Requirements
- Citizenship and Identity Documentation
- CAAS Verification Processes and Best Practices



Certified Application Assistance Sites

- Assist applicants in completing an application
 - Application for Medical Assistance
 - CO PEAK online application
- Certified by the Department to verify citizenship and identification documentation



CAAS Requirements

- Complete a CAAS Application
- Adhere to Department rules, regulations, and agency letters
 - Colorado.gov/hcpf → Partners & Researchers →
 County and Medical Assistance Site
- Abide by all applicable HIPAA privacy and security requirements regarding health information
 - As defined in 42 U.S.C. 1320d 1320d-8, and implementing regulations at 45 C.F.R. Parts 160,
 162 and 164
- Renew certification
 - Renewal sent to agency upon certification expiration



CAAS Requirements

- Train all staff assisting applicants on the process for completing an application and verifying citizenship and identity documents
- Agree to post agency location on the Department Application Assistance Site Mapping Tool
 - Current agency contact information and location
 - Used by eligibility sites to verify CAAS status
 - Used by clients to locate CAAS, Presumptive Eligibility
 (PE) Sites and eligibility sites for application assistance



Where Can I find an Application Assistance Site?

Colorado.gov/apps/maps/hcpf.map



Application Assistance Mapping Tool



Citizenship and Identity Requirements

- Medical Assistance programs require applicants to provide proof of citizenship and identity
 - U.S. Citizenship or lawful residency for non-U.S. citizens
 - Identification
- U.S. Citizen Exemptions
 - Newborns whose mother is on Medicaid or CHP+ at time of birth
 - SSI and SSDI recipients
 - Medicare recipients
 - Foster children
 - PE Clients



Citizenship and Identity Documentation

The following documents can be used to establish **both** citizenship and identity

- U. S. Passport (current or expired)
- Certificate of Naturalization
- Certificate of Citizenship
- Indian Tribal Document



Citizenship Documentation

Examples of acceptable citizenship documents

- U.S. birth certificate
- Certificate of birth abroad
- U.S. Nation ID card
- Native American Tribal document
- Final adoption decree
- Official military record of service showing a U.S. place of birth
- Religious/School records



Identity Documentation

Examples of acceptable identity documents

- Driver's license or state ID card with photo
- ID card issued by a federal, state, or local government agency
- U.S. military card or draft record or U.S. Coast Guard Merchant Mariner Card
- School ID card with photo
- For children age 15 and under
 - Affidavit (now within application)
 - Verified school, nursery or daycare records



Verification of Citizenship and Identity

- Citizenship and identity verification
 - Electronic verification through the SSA Interface at an eligibility site; or
 - Submit documentation to CAAS, PE site or eligibility site
- Identity verification for Colorado residents
 - Electronic verification through the DMV Interface at an eligibility site; or
 - Submit documentation to CAAS, PE site or eligibility site
 - Citizenship verification still required



Verification of Citizenship and Identity

- Applicants submitting documentation to a CAAS, PE site or eligibility site
 - Original or certified copy only
 - Photocopies presented by the applicant to the site will not be accepted for citizenship or identity verification



CAAS Verification Process

Option 1 – CAAS verification process

- Photocopy the original/certified copy document(s)
- Stamp or write the following CAAS information on each photocopied document
 - Agency name as it appears in the Mapping Tool
 - Name and signature of staff who viewed documents
 - Agency address
 - Agency phone number
 - Date of document verification
- Write "verified original" above agency information
- Write PEAK tracking number on each document
 - If application submitted online
- Submit verified documents to eligibility site



CAAS Verification Process

Option 2 – CAAS verification process

- Photocopy the original or certified copy document(s)
- Complete the Citizenship and Identity Documentation
 Received form for your CAAS and attach photocopied document(s)
- Write "verified original" on each document
- Write the PEAK tracking number on each document
 - If application submitted online
- Submit verified documents to eligibility site



PEAK Applications

- Applications submitted through PEAK are submitted to one of two locations
 - County department of human/social services
 - Any combination of Medical, Food and/or Cash Assistance
 - Eligibility and Enrollment Medical Assistance Program (EEMAP) vendor
 - Medical Assistance applications only
- PEAK applicants can log-in to their account for information
 - PEAK tracking number
 - Application processing site
 - Check current benefit information
 - Report changes
 - View renewal dates



Falsified Documents

CAASs verify that citizenship and identity documents submitted by the applicant are original/certified copy

- CAASs should not knowingly verify falsified documents
 - Do not verify documents if you have doubts
 - Do not verify faxes of photocopies of documents
- If documents appear to be falsified, refer the client to the eligibility site



Application Timelines

- CAASs submitting applications on behalf of the applicant must follow timely requirements
 - Complete Applications
 - Submit within five (5) business days
 - Incomplete Applications
 - Submit within fifteen (15) calendar days
- Eligibility sites must follow timely processing requirements
 - 45 days to process applications
 - 90 days to process applications requiring a disability determination

Application Date Stamp

- Application Date Stamp
 - Date stamping the front of the paper application indicates the start date for the processing timeline
 - Citizenship/identity verification does not affect the application start date
 - PEAK applications do not need a date stamp
 - Processing timeline begins when application is submitted online
- Date stamp procedure
 - CAASs
 - Only upon submitting an application on behalf of the client
 - Eligibility sites
 - Upon receipt of the application



CAAS Best Practices

- CAAS application submission best practices
 - Applications **must** be submitted whether complete or incomplete
 - Submit application even if citizenship and/or identity documentation is still required
 - Electronic interfaces will be checked
 - Verified documents may be submitted separately
 - Application date stamp
 - CAAS should only date stamp the application when submitting on behalf of the client



Applicant Follow-Up

- All communication is sent directly to the applicant, not the CAAS
- Eligibility should be determined within timely processing requirements
- If an applicant has not been notified, eligibility site should be contacted



Questions

Email Customer.Service@hcpf.state.co.us



